



November 2009

Volume 9



Welcome to *Transform* MCG, a comprehensive set of initiatives to change the way Montgomery County does business. These initiatives – **Enterprise Resource Planning (ERP)**, **MC311** and **MCtime** – are the cornerstones of this transformation.

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MC311 Slogan Contest

The MC311 team needs **your** assistance! We want to hear **your** ideas for an MC311 slogan for our Marketing campaign to residents.

As you know, residents of Montgomery County will be able to dial 3-1-1 for non-emergency County information starting in March 2010. We want a catchy, easy to understand slogan that will illustrate that they can call 311 for non-emergency information and still dial 911 for emergency services.

Winning slogans will be advertised in and around the County!

Enter your slogan **here** today!

Project Updates...



The ERP project is steadily underway. Core Financials, which include with the following modules—General Ledger, Projects and Grants, Accounts Payable, Purchasing, Accounts Receivable, and Fixed Assets; will **Go Live in July 2010**.

The Change Management team has developed and facilitated ERP FYI sessions to familiarize end users. Other FYI sessions will be communicated at a later date.

These FYI sessions are geared towards Finance & Procurement users and will:

- Demo our training tool; UPK (User Productivity Kit)
- Provide basic ERP information
- Highlight some old to new concepts
- Provide a glimpse of the software (Oracle E-business) and one of several blended training approaches (UPK)
- Enable end users to practice in the system in a controlled environment



The MC311 team is Building, Delivering and Configuring the MC311 CRM system to meet our go live date of **March 2010**.

Call Center Representatives are transitioning to the MC311 center from 8 departments that currently have call centers. The departments are: County Executive's Office, Department of Transportation, Department of Environmental Protection, Department of Housing and Community Affairs, Department of Permitting Services, Finance, Health and Human Services, and Police.

End User Training will begin at the end of December and will occur through February. This training will focus on the particular skills/topics needed to handle service requests in each department.

Remember—**your** help is needed to come up with an MC311 slogan! Visit the front page to enter **your** idea.

MCtime is now deployed to 35 County Departments/Offices/Agencies!

Go to the MCtime website to learn more information!

<http://montgomerycountymd.gov/mctime>



The MCtime project team has recently completed deployment to the Department of Housing and Community Affairs, Department of General Services, Department of Transportation, and Fire and Rescue Service; bringing the total number of departments/offices/agencies to **35!**

The project team is working closely with the Change Management team and recently held sessions with Public Libraries and Department of Liquor Control. These departments are scheduled for launch November 22, 2009.

In addition, the project team is engaged in planning activities with Health and Human Services, Recreation, Sheriff and Police. These departments will be online by the end of the fiscal year.

I can't understand why people are frightened of new ideas. I'm frightened of the old ones.

--John Cage

Questions? Contact your Change Management team at:
change.management@montgomerycountymd.gov

And visit our website at:
<http://portal.mcgov.org/transformmcg>